

Products...As-Is...Business Line...Human Resources

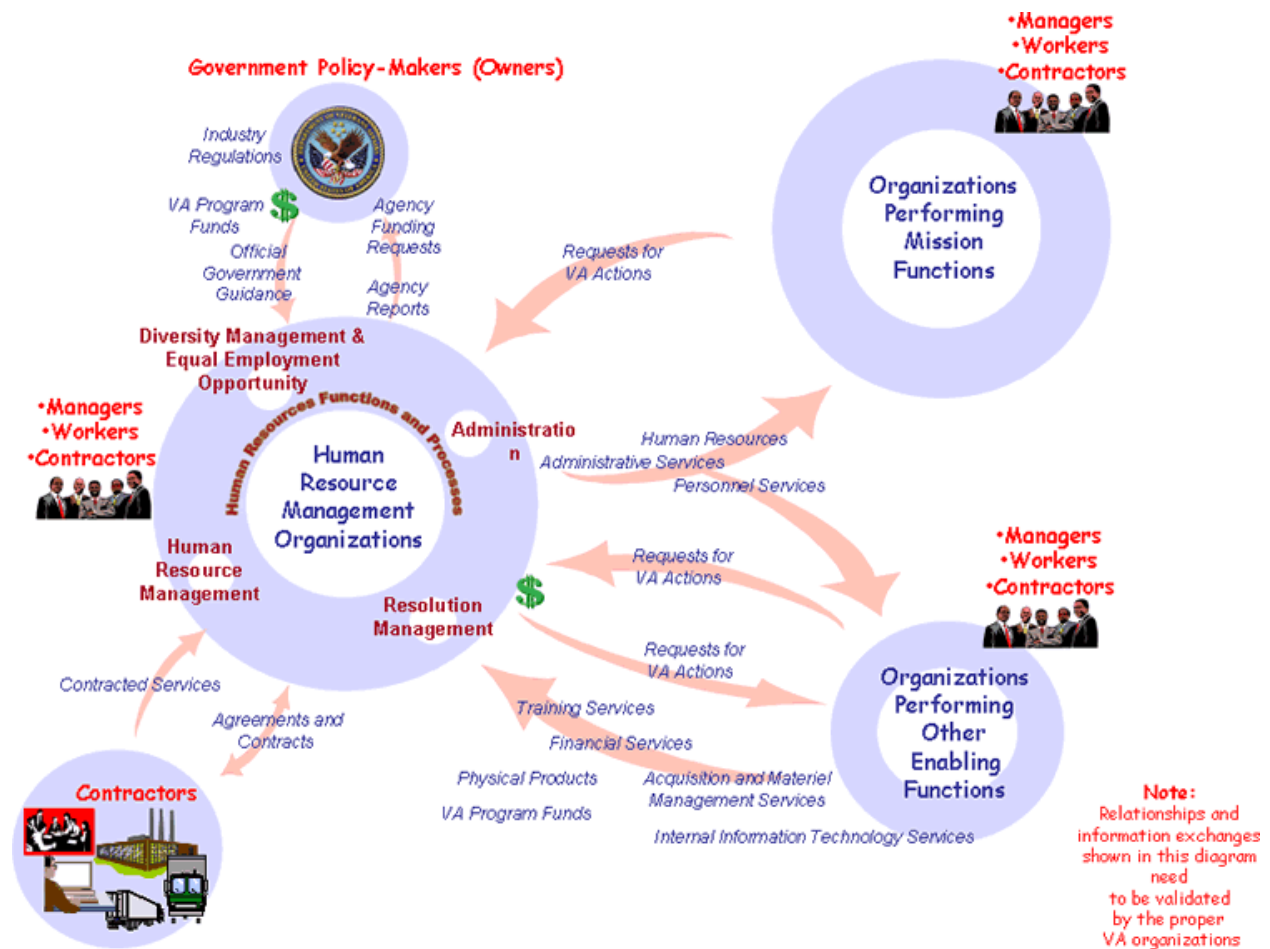
Table of contents

1 Human Resources.....	2
1.1 Administration.....	6
1.2 Diversity Management and Equal Employment Opportunity.....	6
1.3 Human Resources Management.....	8
1.4 Resolution Management.....	11

1. Human Resources

The major functions within this business line are the four items denoted in the major circle of Human Resource Management (HRM) Organizations: Administration, Resolution Management, Human Resource Management, and Diversity Management & Equal Employment Opportunity. This diagram shows the major stakeholders and some of the relationships between those stakeholders, HRM Organizations, and their denoted functions.

Scroll down for descriptions of objects shown in this diagram. Clicking over a function name can directly bring up related process diagrams and activity descriptions.



Links to Z11 (listed alphabetically)

Name	Description
Acquisition and Materiel Management Services	Various logistics support services for the benefit of internal VA organizations. These include procurement, inventory management and delivery.
Administrative Services	Administrative services for people and groups within the VA organization.
Agency Funding Requests	Budget proposals and other forms of requests for funding that VA sends to Congress and other funding approval bodies.
Agency Reports	Standard and ad-hoc reports about VA operations that are prepared and submitted to external organizations and oversight groups.
Agreements and Contracts	Formal agreements and contracts with parties outside VA .
Contracted Services	Enterprise contractual service resources provided by organizations external to VA .
Financial Services	Enterprise financial services for people and groups within the VA organization.
Human Resources	VA personnel including employees and contractors.
Industry Regulations	Official resource guidelines developed by outside industry regulatory groups.
Internal Information Technology Services	Internal enterprise information technology services for people and groups within the VA organization.
Official Government Guidance	Government circulars and other official guidance from external organizations that affect VA's operations.
Personnel Services	Internal enterprise personnel services for people and groups within the VA organization.
Physical Products	Physical output products intended for people and

	groups within the VA organization.
Requests for VA Actions	Information contained in requests for VA action coming from sources external to VA .
Training Services	Training and other skills development services available to veterans and other program beneficiaries, service partners, and other entities outside the VA organization.
VA Program Funds	Monetary resource products from external sources for use in funding VA programs.

Links to Z12 (listed alphabetically)	
Name	Description
Administration	Administration provides quality services in facilities management, cable plant management, telephone systems, audiovisuals, nationwide occupational safety and health programs, and other administrative areas to VA Headquarters and to other customers nationwide.
Diversity Management and Equal Employment Opportunity	Diversity Management and Equal Employment Opportunity provide leadership in creating and sustaining a diverse workforce free of discrimination at the Department of Veterans Affairs.
Human Resources Management	Human Resources Management (OHRM) provides exceptional leadership and support through human resources best practices and programs that enable VA to attract, develop, and retain the people who provide quality services to veterans and their families.
Resolution Management	Resolution Management (ORM) is responsible for the timely processing of complaints of employment discrimination filed by VA employees, former employees, and applicants for employment. Resolution Management also proactively reduces complaints through education and training.

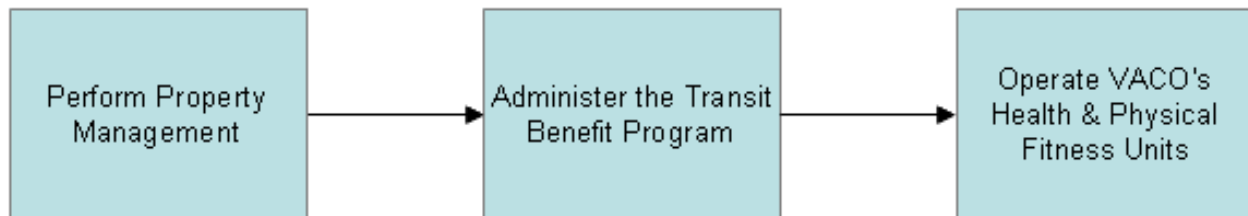
Links to Z14 (listed alphabetically)

Name	Description
Contractors	Individuals or organizations outside of VA that work for the Department under any of the various types of contractual arrangements or fee structures.
Government Policy Makers (Owners)	A category of VA stakeholders. Stakeholders falling under this category possess the authority to create and enforce major government policies and regulations that affect the Department of Veterans Affairs.
Managers	VA employees who plan, lead, organize, and control the operations of a well-defined VA organizational unit.
Workers	Non-managerial VA personnel.

Links to Z22 (listed alphabetically)	
Name	Description
Administration	Administration provides quality services in facilities management, cable plant management, telephone systems, audiovisuals, nationwide occupational safety and health programs, and other administrative areas to VA Headquarters and to other customers nationwide.
Diversity Management and Equal Employment Opportunity	Diversity Management and Equal Employment Opportunity provide leadership in creating and sustaining a diverse workforce free of discrimination at the Department of Veterans Affairs.
Human Resources Management	Human Resources Management (OHRM) provides exceptional leadership and support through human resources best practices and programs that enable VA to attract, develop, and retain the people who provide quality services to veterans and their families.
Resolution Management	Resolution Management (ORM) is responsible for

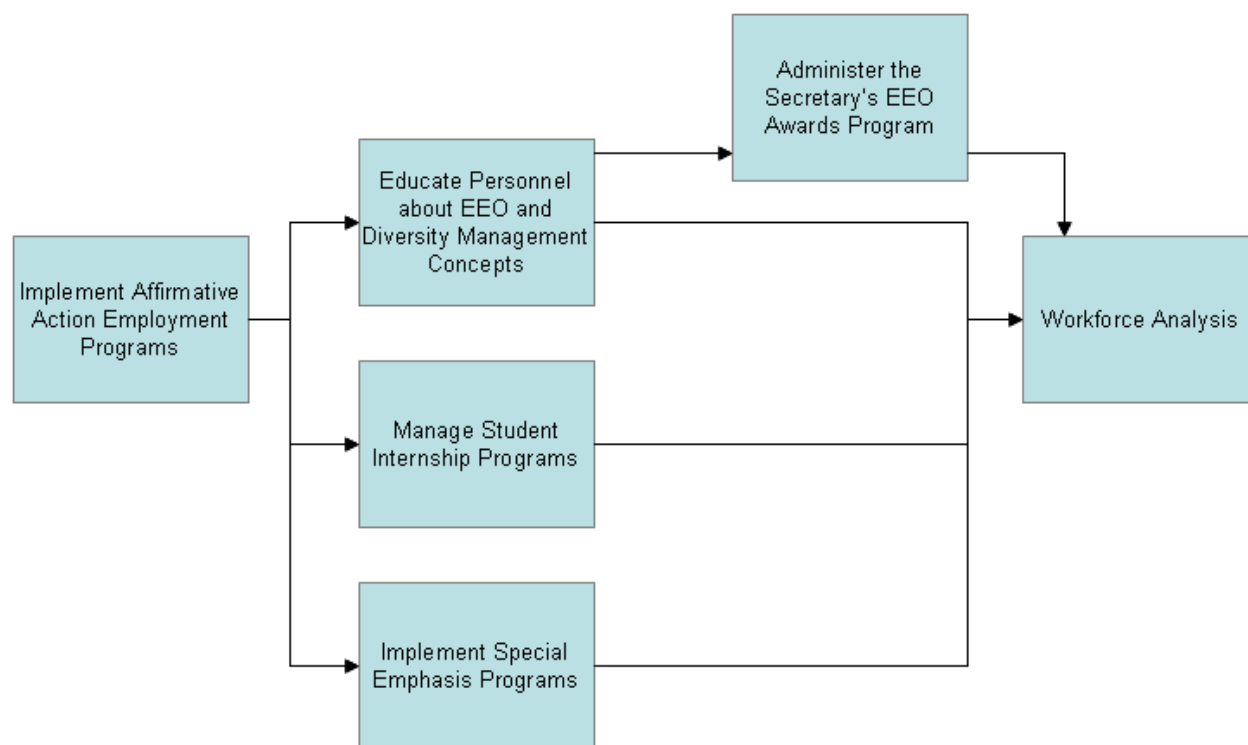
	<p>the timely processing of complaints of employment discrimination filed by VA employees, former employees, and applicants for employment.</p> <p>Resolution Management also proactively reduces complaints through education and training.</p>
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1.1. Administration



Links to Z22 (listed alphabetically)	
Name	Description
Administer the Transit Benefit Program	Administer VA subsidy of employee's transportation cost when using a mass transit such as Metro.
Operate VACO's Health & Physical Fitness Units	Provide health services to VA Central Office (VACO) employees, including health care, EAP services, and a fitness center.
Perform Property Management	Perform materials management, transportation support, executive correspondence tracking, warehousing, and the VA Central Office mail center operations.

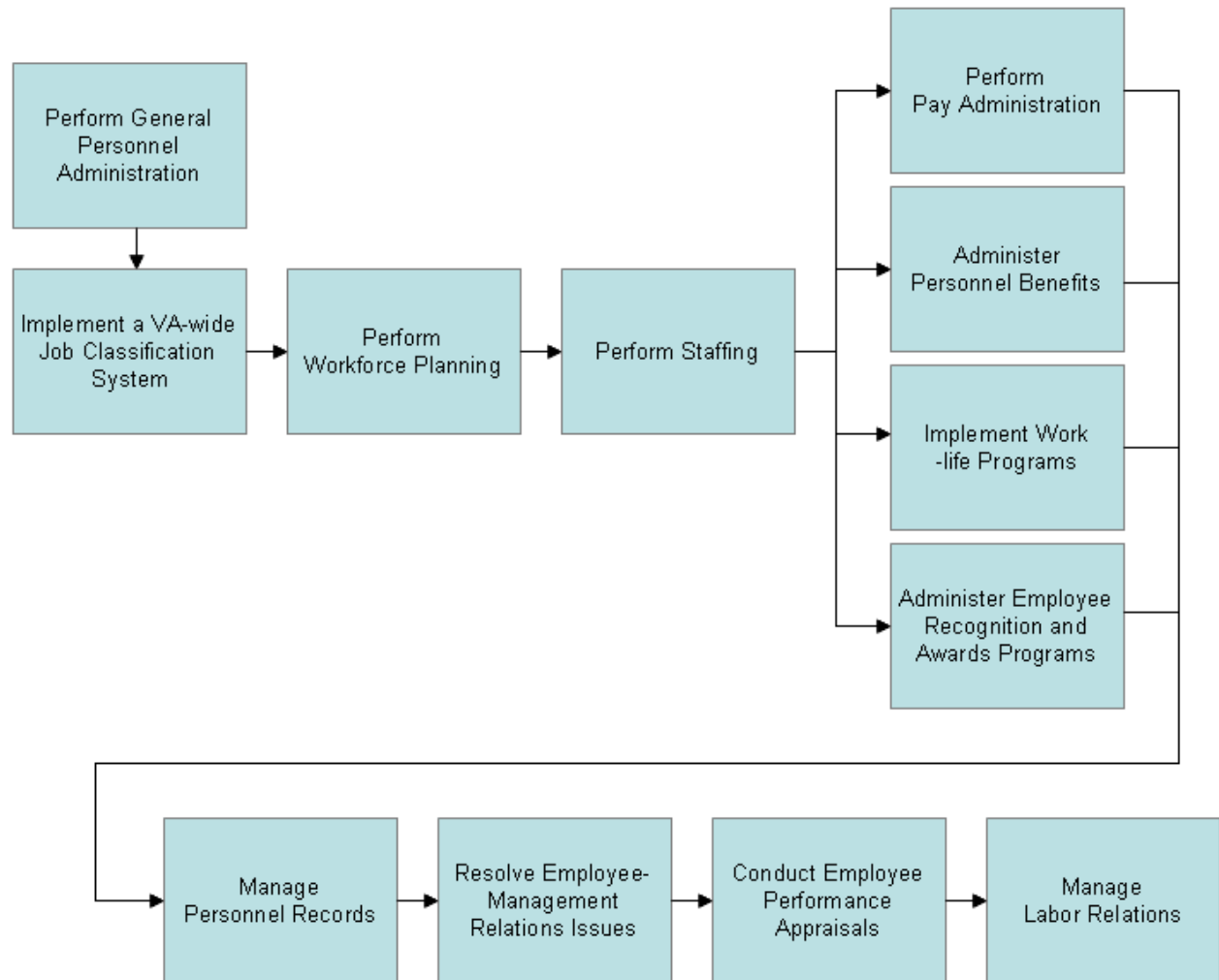
1.2. Diversity Management and Equal Employment Opportunity



Links to Z22 (listed alphabetically)	
Name	Description
Administer the Secretary's EEO Awards Program	Implement the Secretary's EEO Awards programs that recognize people and events that contribute towards VA's EEO and diversity objectives.
Educate Personnel about EEO and Diversity Management Concepts	Conduct education and orientation sessions to inform personnel about the implementation of affirmative action principles. Such orientations are aimed at minimizing potential EEO and DM complaints.
Implement Affirmative Action Employment Programs	Perform diversity management via workforce analysis and recruitment efforts to ensure that qualified applicants from diverse groups are included in the recruitment pool for VA vacancies, and progress at comparable rates once employed.

Implement Special Emphasis Programs	Implement Presidential Executive Orders and Federal personnel programs established by the Office of Personnel Management, to eliminate demographic group imbalances in targeted occupations, and to achieve workforce diversity in VA. National programs include Asian American and Pacific Islanders Program; Black Special Emphasis Program; Federal Women's Program; Hispanic Employment Program; Native American Program; and the People with Disabilities Program.
Manage Student Internship Programs	Coordinate activities for student internship programs. Enter into agreements with Historically Black Colleges and Universities (HBCU) through the National Association for Equal Opportunity in Higher Education (NAFEO); Washington Internships for Native Students (WINS); the Workforce Recruitment Program (WRP) for College Students with Disabilities; and the Hispanic Association of Colleges and Universities (HACU), where VA ranks consistently among the top federal partners.
Workforce Analysis	As vacancies occur, forecast the need for new employees and prepare current employees for promotion. Use on-line data reports that pull together the information necessary for this prediction and preparation, formatted to facilitate the inclusion of the inherent diversity issues.

1.3. Human Resources Management



Links to Z22 (listed alphabetically)	
Name	Description
Administer Employee Recognition and Awards Programs	Administer special advancements and cash awards for exceptional Title 38 employees. Provide appropriate forms of recognition for individuals and groups of employees who contribute in support of organizational goals and objectives.
Administer Personnel Benefits	Develop employee benefit packages and programs.

	Provide information about these benefits and actually administer their delivery to VA personnel.
Conduct Employee Performance Appraisals	Assess the overall quality of work for individual employees consistent with Title 5 performance appraisal and Title 38 proficiency rating; performance-based actions.
Implement a VA-wide Job Classification System	Create position classifications, job grades, and job specifications. Facilitate sound and consistent classification and job grading practices and help assure that work is organized and assigned among positions in a manner that will serve the organization's needs effectively and economically.
Implement Work-life Programs	Plan and implement projects under the Work-life program to balance work and family responsibilities through alternative work schedules, childcare tuition assistance, dependent care, teleworking, establishment of hours of duty and leave, and health and wellness support.
Manage Labor Relations	Conduct all forms of negotiations, and enter into agreements with organized labor groups. Develop and enforce policies, principles, and procedures governing relationships with labor organizations.
Manage Personnel Records	Maintain the integrity and safety of official personnel records.
Perform General Personnel Administration	Set procedures for establishing, revising, managing, and distributing departmental Human Resources Management directives and handbooks under the VA Directives Management System. Plan and formulate department-wide human resources management policies, programs, and requirements for human resources management throughout VA, and advise key executives in their application; and appraises the human resources management program of the Department.
Perform Pay Administration	Handle the pay administration within the Department of Veterans Affairs (VA) for personnel appointed or designated under certain title 38 authorities,

	personnel occupying positions subject to 5 U.S.C., Chapter 51, and personnel subject to the Federal Wage System.
Perform Staffing	Fill positions within the Department of Veterans Affairs (VA) for personnel appointed or designated under certain title 38 authorities and personnel appointed under title 5, United States Code. Handle recruitment, general employment, appointments, internal placements, and promotions as part of staffing work.
Perform Workforce Planning	Recruit new employees and prepare current employees for promotions as vacancies occur. Optimize the utilization of existing personnel talents and skills. Anticipate the needs caused by projected retirements and separations.
Resolve Employee-Management Relations Issues	Mediate between employees and management in grievance procedures, and administer disciplinary and termination actions for deserving employees.

1.4. Resolution Management



Links to Z22 (listed alphabetically)	
Name	Description
Conduct EEO Education and Training	Implement educational programs to educate and train personnel in handling EEO disputes and other forms of conflict.
Reconcile Inter-Administration Financial Charges	Collect revenues from the administrations in VA based on the number of EEO cases processed. ORM

	also contracts out its services to other government agencies.
Resolve Equal Employment Opportunity (EEO) Disputes	Hear and help resolve EEO conflicts within VA. Analyze opposing arguments and come up with decisions on all types of EEO cases.